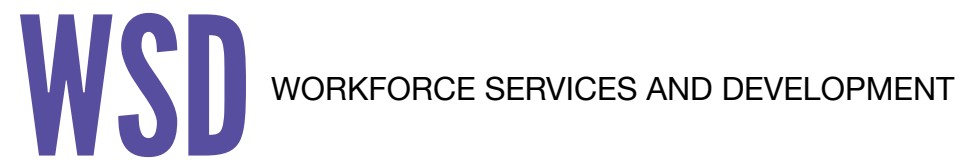DEFENSE INFORMATION SYSTEMS AGENCY

FALL LOOK BOOK 20 21

BUILT ON VALUES

LORI L. RAMIREZ

Director,
Workforce Services
and Development

WSD
WORKFORCE SERVICES AND DEVELOPMENT

The past 19 months brought challenges that none of us could have ever imagined. DISA's whole-of-agency response to the coronavirus pandemic was decisive in expanding telecommunications capacity and delivering new mobile and collaborative capabilities vital to the effective operations of the Department of Defense.

The Workforce Services and Development Directorate rallied to create robust personnel and facility safety protocols, develop contact tracing procedures and establish around-the-clock command and control operations for worldwide personnel response. We remained flexible and responsive to the rapidly changing pandemic situation and revised processes to ensure all personnel, training, transportation, logistics, facility, safety and security operations were carried out effectively on-site and in a maximum telework capacity.

The WSD team is proud to serve the DISA and JFHQ-DODIN workforce as we collectively support the Department of Defense and the White House. The next several years hold great promise and exciting challenges as we drive toward a collaborative, hybrid work environment; deliver the full range of civilian and service member support and development programs; continue to build on our culture transformation efforts; and enable the workforce of the future.

Lori Ramirez
Director, Workforce Services and Development

Culture
Transformation

Mark Jones

Culture Transformation

The Culture Transformation Team strives to enable employees at every level to be active in transforming agency culture by connecting with one another in a collaborative community. The team believes this construct fosters a greater awareness, understanding and alignment while protecting the agency from shortcuts that undermine its aspiration to be a high-trust organization. By focusing on people and creating a sustainable sphere of trust, the CTT is cultivating an environment characterized by transparency, innovation, collaboration and exploration.

Success for this vision must be driven by leadership excellence, employee engagement and superior communication. While "people always" may arguably be the focus of the Workforce Services Directorate, it is everyone's responsibility. Each individual must reflect the values of the agency both internally and externally.

CTT engages in modeling trust behaviors, identifying successful initiatives, improving communication and sharing ideas. The team is committed to developing opportunities to excel and cultivating an organization whose espoused values are fully integrated into the community by living them daily; thus, fostering cultural integrity working with trust ambassadors and advisors. The CTT has identified more than 30 internal efforts and success stories focused on shaping a high-trust culture.

Based on insight gained from the Federal Employee Viewpoint Survey in 2019 and the FranklinCovey trust survey, the team developed a trust and accountability framework that provides six areas where the agency is focused on improving trust:
    •Embracing value sharing.
    •Equitable and balanced performance culture.
    •Learning and development for a lifetime.
    •Redefining talent and resource acquisition.
    •Integrating community.
    •Leading by example.

Feedback from the FEVS 2020 and round two of the trust surveys are being looked at against this framework for refinements.

An important and ongoing effort in DISA's trust journey is the FranklinCovey Leading at the Speed of Trust training. Pre-COVID, DISA completed 26 LSOT training sessions – 10 in the field and 16 at headquarters. In response to DISA's maximum telework contingency plan, LSOT training went virtual in July 2020, is averaging two training sessions per month, and combines field offices and headquarters teammates in the same sessions. During maximum telework, July 2020 to July 2021, 16 virtual LSOT sessions were completed.

This virtual shift has enabled agency personnel to effectively remove geographical boundaries and connect around trust behaviors. It has fostered continued communications between sites and often faster problem resolutions.

Karrie **Boatwright**

Doris **Tyler**

CTT provides materials, tools and support in discussions on high-trust behaviors, diversity and inclusion, crucial conversations and accountability, influencing behavior, and stakeholder-centered individual and team coaching.

Through efforts to establish a benchmark for innovation and trust, we are engaging with agencies such as NASA, the Department of Veterans Affairs and the Department of the Army as well as with private industry. CTT hosts speaker series, focus groups and a leadership panel discussion on beyond surviving to thriving leadership in a crisis.

What started as the director's vision for a high-trust environment at DISA has become an agency journey that all employees are traveling together. There have been incredible innovation and collaboration between teams around the globe in response to the unique challenges presented during the COVID pandemic.

Mark Jones
Senior Executive Consultant, HQE
Personal & Organizational Effectiveness

Doris Tyler
Deputy, Culture Transformation Team

Teri Thomson
Executive Assistant,
Culture Transformation Team

Karrie Boatwright (ret.)
Senior Member/Analyst,
Culture Transformation Team

MP1
Civilian
Personnel

Donna Campbell

Civilian Personnel Hiring

The Civilian Personnel Hiring office is focused on finding the best talent and providing the resources needed to carry out DISA's mission. Having the right people in the right positions at the right time empowers the workforce to be innovative and to use its talents to support current mission requirements. DISA's hiring strategy has a new way of doing business, which has greatly decreased the amount of time a position stays vacant.

In fiscal year 2020, the team made significant changes to DISA's hiring process. Consolidating personnel functions into the Civilian Personnel Division allowed DISA to standardize its procedures, which ensures consistency and allows the agency to incorporate new and innovative hiring strategies. These actions reduced the number of transactions required to complete a hiring action. Through fewer transactions, the agency is filling positions at a much faster rate. DISA increased the onboarding of new hires by nearly 600 positions in fiscal year 2020.

DISA is making use of Department of Defense direct-hire authorities, which allow non-competitive hiring for certain positions. This new initiative allows DISA to bring new candidates from outside of the agency, who otherwise would not have been eligible to apply for merit promotion announcements. In addition, the agency started using announcements to provide opportunities for current DISA employees to apply for promotions or reassignments within the agency. DISA organizations began converting to Cyber Excepted Service in October 2019. CES positions are available through non-competitive hiring methods, increasing the possibilities for targeting different pools of candidates.

DISA re-vamped the intern program, which was renamed the Next Level Leaders Program. The NLLP team is working in partnership with universities and identifying the top candidates for intern positions. The team recently enhanced its level of support for interns by establishing the NLLP Council, which is led completely by the interns. The council offers sponsorship for incoming interns and allows an avenue to voice opinions and share experiences related to their journey with DISA.
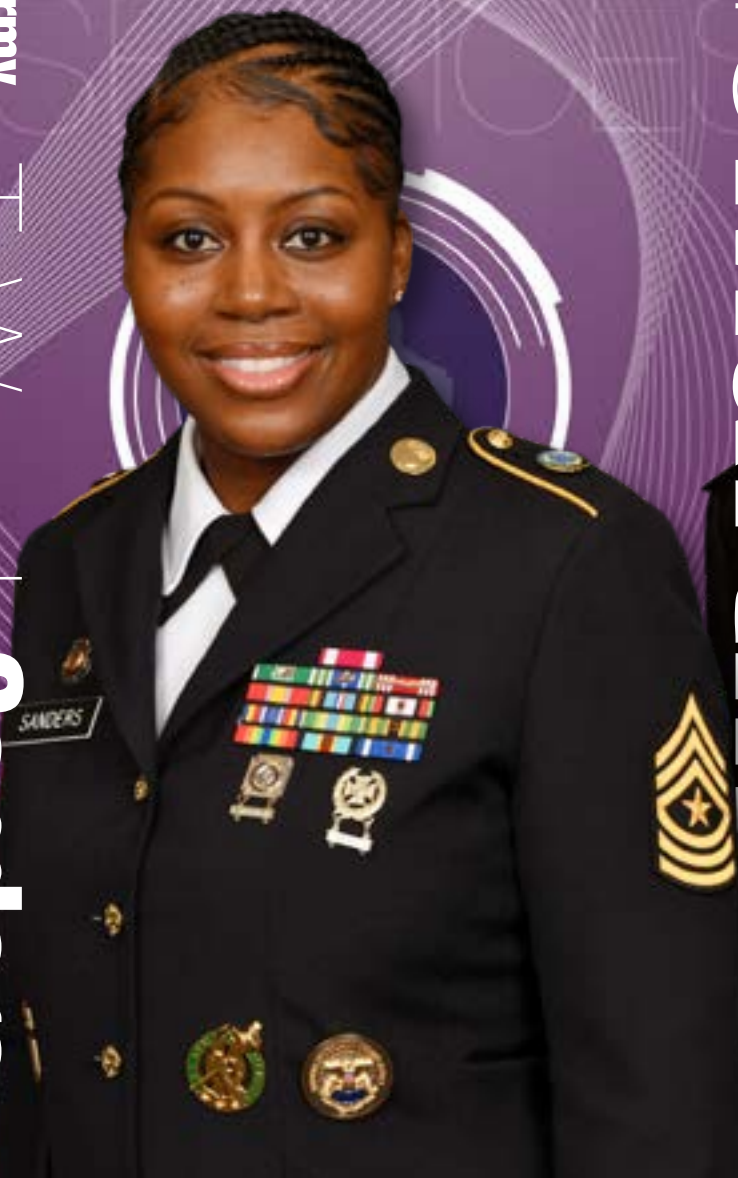
During the coronavirus pandemic, DISA developed processes to remotely onboard employees to include summer hires and new student interns so they can quickly start contributing to the mission.

Donna Campbell
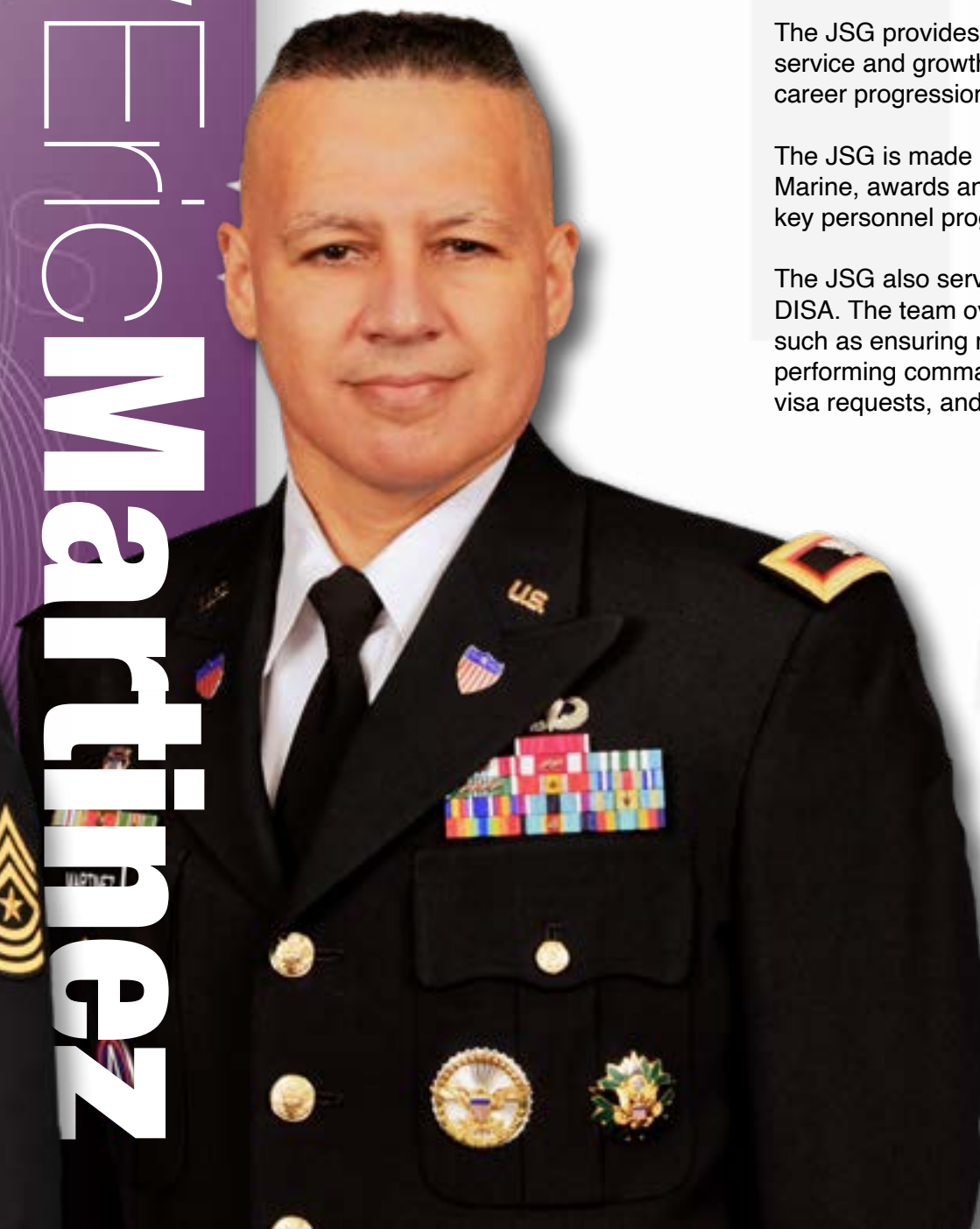Chief, Civilian Personnel Hiring

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MP2
Joint Support

Army
Col. Eric Martinez

Army
Sgt. Maj. TaWonda Sanders

Joint Support Group

The Joint Support Group consists of a commandant, senior enlisted leader, and a combination of 27 joint service military and civilian personnel. This group provides direct personnel services and support, and executes personnel policies and procedures for all active duty and reserve Air Force, Army, Navy and Marine Corps members assigned to DISA.

The JSG team serves as the agency's office of primary responsibility for executing military personnel programs and services. Direct oversight of pay, requisitioning, assignments, professional military education, training, commander support staff actions and promotions are just some of the programs that are vital to mission readiness and success.

The JSG provides military members with necessary information regarding all facets of their service and growth. The group reviews personnel policies and provides recommendations on career progression, entitlements and retention.

The JSG is made up of five sections: Air Force and Reserve programs, Army, Navy and Marine, awards and evaluations, and deployments. Each section is responsible for managing key personnel programs for troops assigned worldwide.

The JSG also serves as a point of contact for military personnel interested in positions with DISA. The team oversees a wide array of personnel programs and administrative functions such as ensuring medical readiness, urinalysis testing, conducting physical fitness testing, performing commander support staff actions for the headquarters, processing passport and visa requests, and conducting accountability.

The JSG has been working with the assistant to the director to optimize programs and initiatives supporting military personnel assigned to DISA. These initiatives include strengthening the relationship with the Fort George G. Meade Garrison, focusing on training needs for the agency's military, and implementing town halls and other forums to facilitate communication and information sharing with the force. These initiatives strengthen the military community and ensure every member thrives during his or her assignment with DISA.

To maximize telework and continue delivering personnel support to our military during the coronavirus pandemic, the team has migrated to virtually processing many of the important, time-sensitive personnel actions such as newcomer's orientation.

Army Col. Eric Martinez
Commandant, Joint Support Group

Army Sgt. Maj. TaWonda L. Sanders
Joint Support Group

MP3
Enterprise
Logistics

Tony Morgan

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Enterprise Logistics

The Enterprise Logistics Division provides timely and effective government and contractor property management; warehouse operations; equipment shipping, receiving and redistribution; and mail distribution operations in support of DISA's global mission.

The division is responsible for managing logistics policy for DISA's portfolio of program and mission partners, including the Joint Service Provider, Joint Force Headquarters-Department of Defense Information Network and numerous other administratively subordinate agencies. Its primary function is to ensure that government property is accurately tracked, protected and disposed of in accordance with laws, policies and regulations. It is also charged with preparing logistics planning and supportability documents in support of short- and long-term DISA mission requirement programs and projects. The Enterprise Logistics Division ensures that on-hand excess equipment is utilized in order to conserve government resources and reduce acquisition costs. Property professionals are strategically located throughout the United States and overseas to provide property management services, guidance, strategies, internal controls and audit readiness support.

The Enterprise Logistics Division has four main functions:

Property Management - DISA's accountable property officers are responsible for the annual inventory of more than 105,000 accountable assets valued in excess of $2.9 billion. It is the division's responsibility to implement internal controls and performance measures to track and validate record accuracy and completeness, and to maintain a complete audit trail of all property transactions.

Warehouse Management receives and distributes equipment, supplies, program and administrative property as well as conducts lifecycle replacement, asset disposition and mail management operations for organizations at DISA and Fort Meade and in the National Capital Region.

Policy and Compliance develops policy and enforces property management compliance through evaluation and staff assistance visits. The division provides training to the agency accountable property officers and property custodians, which consist of more than 370 DISA personnel. Various management tools and techniques are used during semi-annual training and brown-bag discussions to ensure that property professionals' awareness of external and internal policies, regulations and instructions are known, understood and followed.

Industrial Property Management responsible for the oversight, administration and disposition of government property assigned to the contractor. The team advises agency personnel on industrial property management. They assign risk level and conduct Property Management Systems Analysis assessments/audits of contractor policies, systems and internal controls on contracts where property is furnished.

MP3
Enterprise
Logistics

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Current Efforts and Accomplishments

The Enterprise Logistics Division collaborates with the Defense Logistics Agency to process the agency's excess serviceable and no longer required assets for reutilization throughout the DoD. Through DoD's Computers for Learning Program, DISA was able to donate computer monitors to Maryland nonprofit organizations, public schools and law-enforcement agencies.

In 2019, the division was able to reutilize more than $600,000 worth of IT assets across the agency, reducing the requirement for new procurements. To accomplish this, assets were identified and shared between programs in order to fill shortages and meet critical mission needs. An agency reutilization portal has been established to assist with the quick identification of available excess and unused property. When fully developed, the portal will allow requirement and property management professionals to be involved upfront in the acquisition process, which supports and reduces lifecycle management costs.

DISA's Enterprise Logistics Portal was established to serve as a one-stop location for property management policy, guidance, instructions, forms and training-related material.

In response to the Office of the Secretary of Defense's fiscal year 2019 audit priorities, which reasserted a material weakness in the tracking and reporting of government furnished equipment issued to contractors, the division established an Industrial Property Management activity. This function will provide agencywide, contractor-held property management and property administration oversight on the contracts with government furnished property, per statute and regulatory guidance.

In just under a year of existence, the team stood up and led an integrated working group made up of agency procurement, program and logistics personnel to resolve complex issues related to industrial property management. The working group established the initial baseline of contracts requiring review and additional actions; refined contract clause verbiage for future contracts; developed a risk matrix for determining the frequency of contractor system analysis; and provided training to the procurement community on managing government furnished property.

During the coronavirus pandemic, the division developed an inventory plan allowing property custodians to complete inventories remotely. To accomplish this, the division leveraged DISA's IT infrastructure to verify that assets were present on the network via scans and pings. This information was adopted as an acceptable inventory practice and reduced countless hours of traditional physical inventories of equipment, helping to protect the workforce during the pandemic by significantly reducing person-to-person contact.
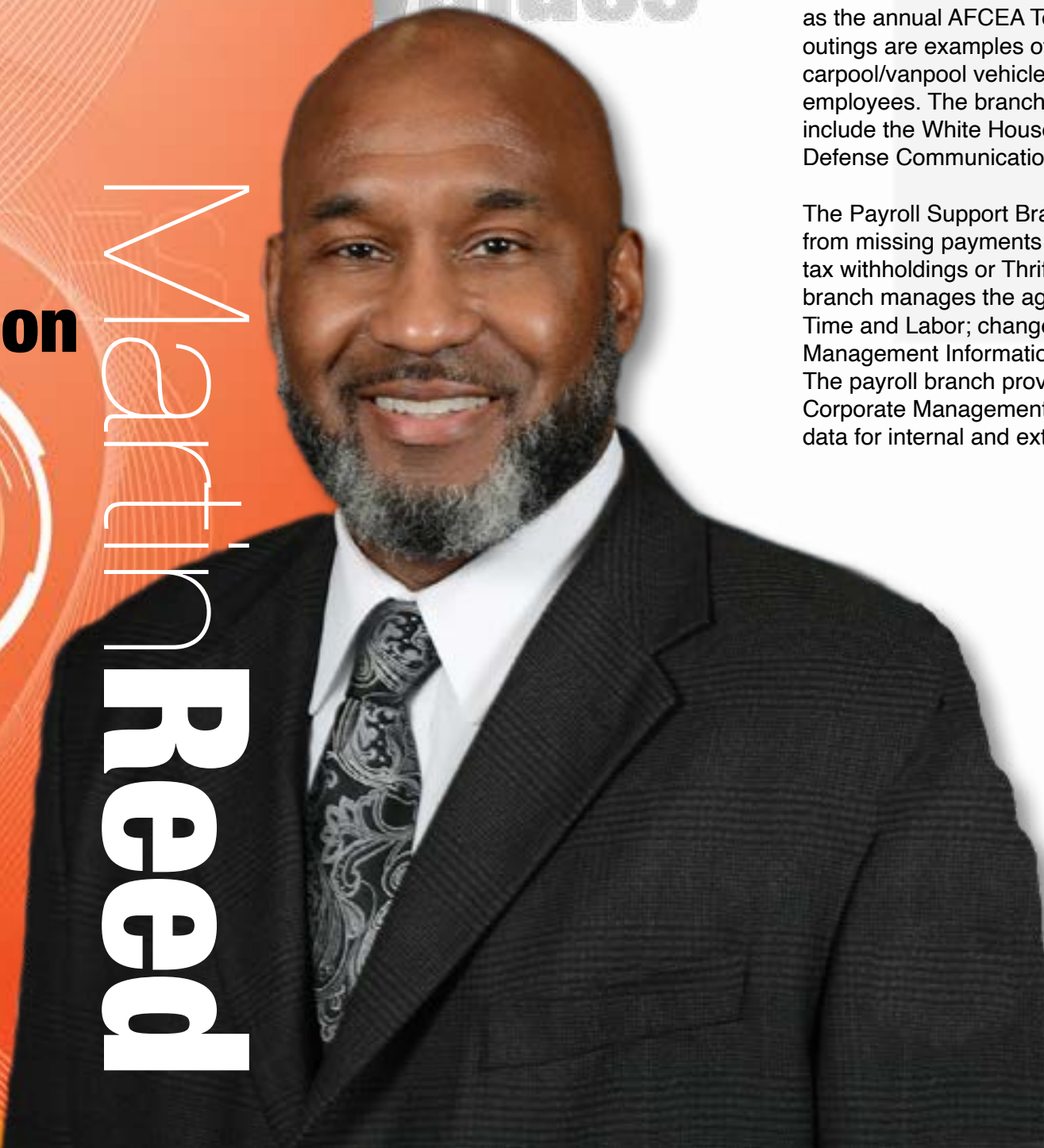
Tony Morgan
Chief, Enterprise Logistics Division
Workforce Services Directorate
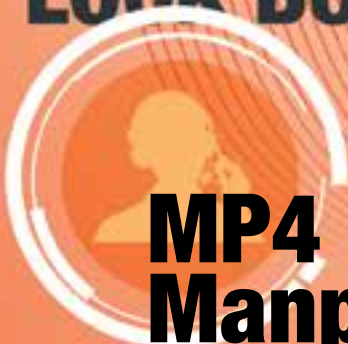
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MP4 Manpower, Payroll, Travel and Transportation

Martin **Reed**

Manpower, Payroll, Travel and Transportation

The Manpower, Payroll, Travel and Transportation Division is a hybrid division within the Workforce Services and Development Directorate that consists of three branches: Travel and Transportation; Payroll Support; and Organization and Manpower. Each of the branches provides its own unique services.

The Travel and Transportation Branch provides policies, plans and operational oversight of the Government Travel Charge Card, Centrally Billed Account, Defense Travel System, Mass Transit Benefits and Fleet Management programs. Agency transportation for such major events as the annual AFCEA TechNet Cyber Conference, DISA Fall Fest and work center team-building outings are examples of the branch's services. It also tracks parking authorization for 180 carpool/vanpool vehicles and more than 210 low emissions vehicles for DISA headquarters employees. The branch manages a fleet of 263 vehicles across DISA's global footprint to include the White House Communications Agency Presidential Support and Secretary of Defense Communications fleet.

The Payroll Support Branch is the agency's go-to for resolving employee payroll issues ranging from missing payments to debt collections, labor and leave audits or updating direct deposit, tax withholdings or Thrift Savings Plan loan repayments. In addition to payroll support, the branch manages the agency's time and attendance system, Defense Agencies Initiative, Oracle Time and Labor; change requests to the agency's internal personnel portal, the Corporate Management Information System; and Defense Civilian Personnel Database System reporting. The payroll branch provides both reoccurring and ad-hoc DCPDS reports that both feed the Corporate Management Information System and provide key staff with requested demographic data for internal and external reporting purposes.

The Organization and Manpower Branch provides stewardship over the agency's civilian and military authorized positions and organizational structure via DISA's Joint Table of Distribution and the Office of the Secretary of Defense Fourth Estate Manpower Tracking System. This effort ensures that the agency effectively reforms to accommodate emerging missions by assessing, planning and implementing organizational change within the agency. Directly interfacing with the manpower offices of the Army, Marine Corps, Navy and Air Force as well as the Joint Staff and the Office of the Secretary of Defense for Personnel and Readiness, the team maintains the accuracy of DISA's military positions.

Although there are three distinct branches in the division, one of the division's standard guiding principles is to always look to improve the customer service experience. DISA can do this by providing the workforce knowledge and access to such tools as the CMIS JTD, DAI OTL, CMIS U-Drive-It Reservations and Mass Transit Benefits modules.

MP4
Manpower, Payroll, Travel and Transportation

Cindy Rameres

Keith Laury

The division impacts the lives of every civilian employee in the agency with the bi-weekly submission of the labor data file to the Defense Finance Accounting Service. This task allows each of our civilian employees to receive their paychecks. This function has averaged the processing of about four million lines of labor each year. The division also manages more than 6,400 employees in DAI OTL, a 23% increase over the agency's transition from the Automated Time and Attendance Production System in June 2018.

Despite the magnitude of the programs the division manages at the agency level, providing world-class customer service to more than 7,600 civilian and military personnel is always paramount. By offering the tools, knowledge and expertise needed for each of the programs the division manages, it is important to enable the employee to not only be more self-sufficient, but to have better control over many of their personnel-related functions.

Alaric Soto
Chief, Manpower, Payroll, and
Travel and Transportation

Martin Reed
Chief, Travel and Transportation Branch

Cindy Rameres
Chief, Organization and Manpower Branch

Keith Laury
Chief, Payroll Support Branch

MP5
Workforce
Development

Andrew **Cawlfield**

Workforce Development

The Workforce Development Division is DISA's central office for all learning and development. The office enables DISA's cyberspace professionals to operate at their highest potential and contributes to reforming the agency by providing continuous learning and development opportunities for all employees. Investing in education, training and development opportunities for DISA's workforce improves recruitment, hiring, training and staff retention to ensure the agency maintains a professionally trained workforce that is capable of supporting mission requirements.

Dedicated to building a climate of lifelong learning throughout DISA by providing a solid foundation of the most current and relevant learning and development tools available, the Workforce Development Division offers numerous learning and development opportunities for employees through talent and career development, and leadership and personal development.

Opportunities within the Workforce Development Division include training and development, providing in-house personalized learning and development solutions, team building opportunities, and tailored training support for DISA personnel.

DISA contracts with several vendors to deliver online learning opportunities through physical and virtual institutions. These programs offer training and development opportunities in information technology skills, leadership, management, desktop skills, professional certification preparation and business skills. In addition, competitive development, leadership development programs and competitive education program opportunities allow employees to attend leadership programs outside the agency and compete for grants to complete educational degrees.

DISA's Supervisor Symposium and Coaching Program have generated a lot of interest within the workforce. The Supervisor Symposium is an ongoing commitment to meet the needs of the agency's supervisory workforce through interactive learning experiences that focus on enhancing leadership, management and human resource skills.

Through the agency's Coaching Program, DISA has deployed a team of certified coaches who collaborate with employees in a thought-provoking and creative process to inspire employees to maximize their personal and professional potential.

The Workforce Development Division manages contracts, communicates, provides training worldwide and operates DISA's administrative training systems. It also serves as the hub for centralized rotations and mandatory training requirements across the agency. With the onset of the coronavirus pandemic, the division quickly adjusted its program offerings to ensure employees were able to continue learning and developing through online and virtual gatherings.

Andrew Cawlfield
Chief, Workforce Development Division

MP6
Safety, Security,
Counterintelligence

Scott Addis

Safety and Security

DISA's safety and security programs serve to provide a safe and secure operating environment for DISA personnel as they perform DISA's mission in support of the Department of Defense.

As DISA works to strengthen the security and resilience of its networks and systems, the DISA Counter-Insider Threat Program continues to create and sustain a culture of trust, accountability and resilience within the workforce. The DISA C-InTP brings the agency together with the rest of DoD to prevent, deter, detect and mitigate threats posed to national security and resources by trusted insiders while protecting employee privacy and civil liberties.

No organization or industry is immune to an insider threat, which can have a catastrophic effect that spans beyond the borders of the agency or system. Insider threats, whether witting or unwitting, require a holistic approach that combines data, behavioral science and human-based interventions to respond to real-time threats. The DISA C-InTP is unique as it is the only human-centric activity that gathers, integrates, analyzes and responds to information indicative of insider threats across the agency. The team conducts analysis and assessments and forms mitigation strategies for leadership, including connecting personnel at risk with support services. The goal is to prevent and deter insider threats, reduce risk and provide DISA personnel with needed assistance.

Insider threat prevention is ultimately about human behavior. The DISA C-InTP takes a multi-disciplinary approach focused on human behavior and informed by data. Most individuals display subtle changes in behavior at home, in the workplace and in other parts of society prior to taking a path that results in damage to the agency, the department, and national security. For example, workplace violence may be an indicator that someone is on a path toward becoming an insider threat. Someone who perceives he or she is being treated unfairly, or has a grievance, may feel wronged in situations where their perceptions do not reflect the reality of the situation. This can result in a trusted insider potentially seeking revenge, even after their concerns are addressed through the appropriate channels.

DISA's C-InTP chairs the Insider Threat Hub, a collaborative partnership among various offices throughout the agency. The hub is made up of subject matter experts from human resources, cybersecurity, counterintelligence, personnel security and the offices of the Inspector General; Equality, Diversity and Inclusion; and General Counsel. This group leverages its expertise to provide a collaborative response to insider threat issues.

The advancements of DISA's C-InTP have resulted in the development of additional training for supervisors, human resources employees and other key personnel to support early identification and intervention. The consolidation of datasets into a singular automated platform and evolving capabilities with user behavior analytics will also accelerate DISA's ability to identify, evaluate and respond to activity indicative of an insider threat.

With an increased reliance on telework due to COVID-19, telephone calls and videoconferencing have largely replaced daily in-person interaction. This limits the ability to recognize when a co-worker needs support. To help address this unique challenge, the C-InTP team created and shared a collection of resources and recommendations on how to maintain and encourage personal resilience and co-worker connections while working remotely.

Scott Addis
Chief, Safety, Security and Counterintelligence

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MP7 Facilities and Real Property Management

Donna Jordan

Facilities and Real Property Management

DISA is committed to providing global facilities that are modern, efficient, high quality, safe and secure for optimum operations and physical protection of personnel as they perform DISA's mission. Facilities and infrastructure management is strategically vital to DISA's mission of supporting the warfighter.

DISA's Facilities and Real Property Management Division manages approximately 4 million square feet of space globally, including the agency's 1 million square foot headquarters located at Fort George G. Meade, Maryland.

Facilities management strategic objectives are:

•Obtain needed facilities.
•Sustain facilities to ensure facility condition is not degraded.
•Address critical facility infrastructure needs.
•Dispose of unneeded facilities.

Successful planning analysis between requirements and capacity is critical for translating the agency's vision into facility solutions that satisfy mission requirements. Objectives are achieved through renovations or new construction by identifying and correcting safety and health deficiencies and ensuring facilities are code compliant.

DISA leverages a business case approach that links facility investments to mission effectiveness by evaluating resource decision-making in terms of operational readiness, time and cost. DISA's facilities and investment management functional areas are capital management, budget, project planning, asset management and maintenance. The functional areas are defined as long-range facilities program planning, life-cycle management, policy development, program execution, acquisition policy and oversight. Construction project management includes analysis of alternatives, acquisition strategy development, executive-level governance and review of all major construction projects.

Looking Ahead

There are several major repair and military construction projects that were recently completed, underway or slated for fiscal years 2021 and 2022.

•DISA Pacific Redundant Chiller Project – fiscal year 2014 military construction

The site currently has two chillers and cooling towers. The installation of the third chiller and cooling tower will provide critical cooling capacity and redundancy with concurrent maintenance capacity.

•DISA Pacific, Building 77 Repair Project

2021 Fall LOOK BOOK

MP7 Facilities and Real Property Management

Contract awarded in fiscal year 2020 for the replacement of several air handling and fan coil units. Project completed June 2021.

•Joint Interoperability Test Command Laboratory Facility, Fort Huachuca, Arizona – fiscal year 2021 military construction

The JITC Compound has several temporary trailers onsite. The fiscal year 2021 military construction project will eliminate the temporary trailers by constructing a single story, 40,000 square foot laboratory facility to include classified and unclassified test bed areas with workbenches.

DISA continuously assesses facility needs and develops plans and programs to execute requirements, which include space acquisition and capital investments for sustainment, restoration and modernization. Successful facilities program management requires balancing high-quality installations with optimizing life-cycle investments, while maintaining business practices and modern asset management techniques.

Donna W. Jordan, FMP, DBA
Chief, Facilities and Real Property Management Division

Jeanette Boyd
Chief, Real Property and Program Management Branch

**MPA
Office of
Strategic
Outreach
and Talent
Acquisition**

Jennifer Augustine

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Strategic Outreach and Talent Acquisition

The Office of Strategic Outreach and Talent Acquisition is addressing the agency's current and future recruiting challenges through a focused talent acquisition strategy. This strategy targets colleges, universities, traditional/non-traditional institutes of higher learning, professional and community-based organizations, military veterans, and security-cleared personnel. Talent acquisition is transitioning from traditional recruiting methods to a long-term innovative approach – proactively identifying, attracting and even shaping the skillsets of potential candidates for employment.

As the agency moves forward, Talent Acquisition will continue to partner with the Civilian Personnel Division to utilize a hybrid of in-person and virtual career fairs as a means of recruitment. Additionally, OSOTA will partner with strategically identified institutions of higher learning to create centers of excellence – essentially building "pipelines" of highly qualified candidates with the skills and abilities DISA requires. Strategic partnering with select colleges and universities will also enable the agency to showcase its mission, highlighting the capabilities DISA provides in support of the nation, to students and faculty that otherwise might not be familiar with the agency.

Because understanding, knowledge, and awareness of DoD civilian employment is low among current students and recent graduates; the DISA name is being circulated in the public through targeted digital and social media. The goal is to communicate with DISA's target audience and external labor markets, building favorability and awareness for the agency's civilian job opportunities, and branding the agency as an employer of choice. Some of the areas DISA has a presence include:

- Website – DISA.mil
- LinkedIn – Linkedin.com/company/DISA
- Twitter – Twitter.com/USDISA
- Facebook – Facebook.com/USDISA
- YouTube – Youtube.com/user/USDISA

OSOTA is focused on attracting the best and most qualified talent at all grade levels, as well as cultivating talent for the future. DISA looks to build a diverse and representative candidate talent pool to include, among others, experienced military veterans and recent graduates. OSOTA is actively seeking and working to develop candidates with expertise in the following disciplines:

- Accounting
- Budgeting
- Computer Science
- Contracting
- Cybersecurity
- Engineering
- Information Technology
- Program Management

MPA
Office of Strategic Outreach and Talent Acquisition

OSOTA is dedicated to enhancing the overall job seeker experience, including a strong commitment to transparency and efficiency. Job seekers are given an effective and user-friendly mechanism to upload their resume to the resume database simply by going to https://disa.mil/careers. This portal also provides hiring managers with a readily available talent pool from which to fill vacancies. By applying innovative technologies, DISA can better assess interest from viable candidates, coordinate during recruiting event planning, employ agency branding and conduct meaningful data analysis.

OSOTA also plans to work with local high schools, a primary supplier of summer hires and interns, to promote digital and cyber literacy. This engagement benefits the agency in two ways. First, local high school students will become more digitally savvy, gaining a greater understanding of their individual responsibility for cyber hygiene. Second, these students are introduced to the agency as a potential future employer of choice.

The threat environment facing DoD is changing, and DISA must ensure it has a superior workforce that can keep pace with these changes. Do you have a passion for building DISA's workforce of the future? Reach out to OSOTA with your ideas to help DISA achieve even greater success.

Jennifer L. Augustine
Director, Office of Strategic Outreach and Talent Acquisition

MPB Morale & Welfare Program

Carmen Wilson

Quality of Work-Life

As the world and nation began to process the implications of the coronavirus pandemic, the workforce seamlessly transitioned into full-time telework. Wellness made the transition to a full schedule of live and recorded online classes and programs to continue serving the workforce with all its fitness and wellness needs. DoD's Employee Assistance Program added weekly small-group webinars to combat the isolation and anxiety created by the national quarantine. This pandemic allowed leadership to view agency programs in a new light by spotlighting the value added to employees worldwide.
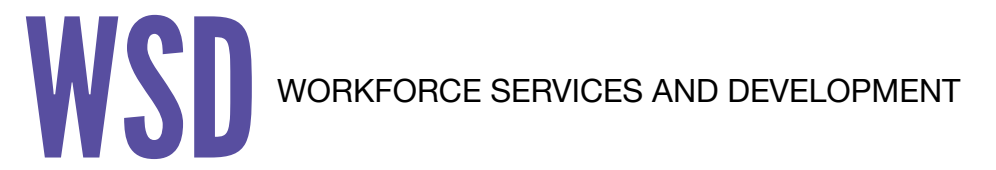
The Quality of Work-Life Office directly contributes to the retention, recruitment and total force fitness of the agency. The mission is to create an environment where employees can flourish and be more productive at work while reducing outside stress.

There are several agencywide programs to assist employees in achieving work-life balance. These programs provide employees with services to help navigate those challenges.

The DISA telework program is not only a capability to keep the agency moving, but also a major incentive for employees to get a break from long commutes. The Wellness Program allows up to three hours per week during work hours to participate in wellness-related activities. The award-winning Wellness Program offers onsite and virtual fitness classes and educational programs. DoD EAP is a free service for all DISA employees.

The Quality of Work-Life Office is looking forward to providing new and enhanced programs for the Wellness Program and maintaining the live and recorded class library. The coronavirus pandemic has given the Quality of Work-Life Office an opportunity to interact with the DISA workforce outside of headquarters in real time, and the team strives to keep that connection.

Carmen Wilson
Morale and Welfare Program Manager

WSD WORKFORCE SERVICES AND DEVELOPMENT

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